

Effective Date: May 14, 1995

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

HUMAN SERVICES REGIONAL OPERATIONS MANAGER

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority [under Wis. Admin. Code ER 2.04] for making classification decisions relative to a professional supervisory and management position located within the Department of Health and Social Services, which function as the Human Services Regional Operations Manager. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of the position that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

B. Inclusions

This classification encompasses a professional supervisory and management position located within the Department of Health and Social Services, Division of Community Services, which function as the Regional Operations Manager. This position functions as a bureau director; administers and manages licensing and human services-related programs; and meets the statutory definitions of supervisory and management as defined in Wis. Stats. 111.81(19) and (13). The Position in this classification is responsible for program planning, policy and procedural development, budget development, and supervision of staff within its respective program area.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions located outside of the Department of Health and Social Services that do not function as Human Services Regional Operations Manager.
2. Positions which do not meet the statutory definitions of supervisory and management as defined in Wis. Stats. 111.81(19) and (13).
3. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees typically enter the position within this classification by competitive examination.

II. DEFINITIONS

HUMAN SERVICES REGIONAL OPERATIONS MANAGER

The position allocated to this classification functions as the Director of the Bureau of Regional Operations (BRO) located within the Division of Community Services. Responsibilities include: administering and managing staff and resources throughout the state; implementing regulations and quality assurance plans

designed to assess, monitor and evaluate division programs administered by providers and local agencies; and acting as a member of the DCS management team. The BRO has statewide oversight for facility licensing, facility certification, and human services program compliance/monitoring. Assigned facilities for which licensing activities are performed may consist of a variety of types generally described as child day care centers, adult day care centers, community based residential facilities (CBRFs), group foster homes, child care institutions (CCI), child placing agencies, and shelter facilities. Facilities that are certified provide treatment in the mental health and/or alcohol and other drug abuse (AODA) program area and include mental health facilities, programs for the developmentally disabled, and in-patient/out-patient facilities providing AODA services. BRO Program compliance and monitoring functions involve regional staff (i.e., Area Administration teams) that are charged with reviewing and providing program oversight for local agencies administering human service programs. The position is provided with general oversight of the DCS Deputy Administrator.

III. QUALIFICATIONS

The qualifications required for this position will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

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